



## **OVERSALES DENIED BOARDING REGULATIONS**

If you have been denied a reserved seat on Spirit Airlines, Inc., you are probability entitled to monetary compensation. This notice explains the airline's obligation and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation.

### **VOLUNTEERS BOARDING PRIORITIES**

---

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his or her will until airline personnel first ask for volunteers who will give up their reservations willingly in exchange for payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority of Spirit Airlines, Inc.: (1) Passengers with disabilities or persons requiring assistance, (2) Unaccompanied minors, (3) Connecting passengers.

### **COMPENSATION OF INVOLUNTARY DENIED BOARDING**

---

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline unless: (1) You have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airlines usual rules and practices; or (2) You are denied boarding because the flight is canceled; or (3) You are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or (4) You are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge, (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund); or (5) The airline is able to place you on another flight or flights that are planned to reach your final destination within one hour of the scheduled arrival of your original flight.

### **AMOUNT OF DENIED BOARDING COMPENSATION**

---

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$200.00 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger, the compensation is doubled (\$400.00 maximum). The "value" of a ticket coupon is the one-way fare for the flight shown on the coupon including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's final destination or first 4-hour stopover are used to compute the compensation.

"Alternate transportation" is air transportation (by an airline licensed by the CAB) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or final destination no later than 2 hours (for flights within U.S. points, including territories and possessions) or 4 hours (for international flights) after the passenger's originally scheduled arrival time.

## **METHOD OF PAYMENT**

---

The airline must give each passenger who qualifies for denied boarding compensation a payment by cash or check for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The air carrier may offer free tickets in place of cash payment. The passenger may, however, insist on the cash payment, or refuse all compensation and bring private legal action.

## **PASSENGER'S OPTIONS**

---

Acceptance of the compensation may relieve Spirit Airlines, Inc. from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

Thank you for choosing Spirit Airlines!

**spiritair.com**